

APPENDIX G

NOTABLE QUOTES

“What hangs in the balance is the future success of state government and its commitment to our citizens. This is a time for creativity, innovation, and accountability in state government. We must meet today's needs today and plan for tomorrow's needs not tomorrow, but today. We must focus on planning, not on responding. We must evaluate not only where we are, but where we want to be.”

NV Governor Kenny Guinn, State of the State Address, Jan. 18, 1999

“Remember that [the CIO’s] job is not technology per se, but technology in support of organizational strategy and change management; good infrastructure and good relationships with management will be critical.”

Harvard Policy Group on Network-Enabled Services and Government

“With a clear strategic vision, traditional governments can evolve into true e-government entities, offering a level of service to citizens never before seen.”

At the Dawn of E-government: The Citizen as Customer Deloitte Research

“I’ve set aside \$20 million in this year’s budget to make even more state services available online, because our customers have told us that they like the convenience and ease of accessing state government programs on the Web,” Gov. Ridge said. “This is the future of ‘Friction-Free’ government services, and it’s here now. The PA PowerPort is leading the way.”

PA Governor Tom Ridge, PA PowerPort Announcement, Oct 12, 2000